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204535

Vernon A. Williams, Secretary
Surface Transportation Board
1925 K Street, NW
Washington, DC 20423-0001

Re: STB Ex Parte No. 586
Arbitration of Disputes

ENTERED
Office of the Secretary
JAN 23 2002
Part of
Public Record



Dear Secretary Williams:

This refers to the above-captioned Decision, which recently was brought to my attention. I am interested arbitrating disputes within the STB's jurisdiction where ADR would be the preferable means toward dispute resolution. In accordance with the Decision, I respectfully offer you an original and three copies of my qualifications.

I have over 12 years of railroad labor relations experience with Conrail. In June, 1999, I terminated my employment with Conrail under the Special Pension Benefit Program as a result of the CSX/NS acquisition of Conrail, in order to pursue a career in ADR. During my tenure at Conrail, I administered operating and non-operating craft labor agreements in field locations and at system headquarters in non-supervisory and supervisory capacities. I also handled employee protection claims arising under the New York Dock and BMW Supplemental Unemployment Benefit Plan.

After leaving Conrail, I obtained my certification in general mediation. Currently, I am affiliated with the Mediation Center of Kentucky and mediate disputes for the Fayette District Small Claims Court. In addition, I am listed on the National Mediation Board's roster of arbitrators.

I appreciate your time spent reviewing my qualifications, and again, am very interested in pursuing opportunities as a neutral with your agency. I look forward to hearing from you. If you have any questions, please do not hesitate to contact me.

Sincerely,

Lynette A Ross

Lynette A. Ross

Enclosures

LYNETTE A. ROSS
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SUMMARY

Labor Relations Professional with over 12 years experience in rail transportation industry. Proven expertise in leadership, verbal and written communication, problem solving, and meeting deadlines. Broad corporate and union background in administering labor agreements, resolving conflict, developing and implementing processes, and team participation. **Certified Mediator** currently affiliated with the Mediation Center of Kentucky providing mediation services to the Fayette District Small Claims Court.

EDUCATION

M.S., Rutgers University, Institute of Management and Labor Relations **1983 - 1985**
Industrial Relations and Human Resources (IRHR), **Concentration in Neutral Training**
IRHR Merit Award Recipient for Outstanding Academic Achievement (GPA 3.92/4.0)

B.S., Cum Laude, Nazareth College of Rochester **1978 - 1982**
Management Science/Psychology Concentration

Attended FMCS **Interest Based Bargaining Seminar** with BMWE and BRS colleagues.

Attended Financial Management 10-week course given by the University of Pennsylvania's Wharton School.

Attended The Council of State Governments **Summit of the States on Conflict Management and Dispute Resolution** in Lexington, KY.

Certified in general mediation through the **Mediation Center of Kentucky, Inc.**

SELECTED ACCOMPLISHMENTS

- Participated in re-engineering of Conrail's Labor Relations Department as one of three members of Labor Relations Benchmarking Team. Researched, analyzed, and reported on labor relations processes and those in other transportation companies. Assisted in coordination and implementation of field office consolidations.
- Management's liaison to the UTU during the 1992 Conrail Trainmen's buyout involving over 800 conductors and brakemen, resulting in promotion to Assistant Manager.
- Administered Conrail's BMWE and BRS Supplemental Unemployment Benefit Plans covering over 1,500 employees. Received many letters of commendation for responsiveness to member concerns.

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PROFESSIONAL EXPERIENCE

MEDIATION CENTER OF KENTUCKY, INC.

Certified Mediator, Lexington, KY

2000 - Present

Mediate disputes for the Fayette District Small Claims Court through its court-annexed mediation program thereby helping people to resolve disputes through alternative dispute resolution and reducing the number of cases adjudicated by the Court.

CONRAIL, INC.

Assistant Director-Labor Relations, Philadelphia, PA

1997 - 1999

Manager-Labor Relations

1996 - 1997

Oversaw second level handling of engineering craft claims, grievances, discipline, and labor protection issues for Conrail's five operating divisions. Assisted Senior Director-Labor Relations in achieving departmental safety, customer service and process improvement goals. Participated in URSA MW/CS Arbitration Board, Public Law Board No. 5937.

- Member of National Railway Labor Conference Health and Welfare Benefits Subcommittee. Reviewed research on proposed managed care sites. Participated in strategic planning exercises for future negotiations. Met regularly with Labor Subcommittee representatives and health plan vendors and contributed to productive labor-management interaction.
- Re-engineered existing business process for administering Conrail's Supplemental Unemployment Benefit (SUB) Plan. Oversaw SUB process design to ensure compliance with specifications and requirements imposed by 1996 labor contract settlements. Conducted SUB system testing prior to implementation and responsible for post-implementation testing. Contributed substantially to ease of system use.

Assistant Manager-Labor Relations, Mt. Laurel, NJ

1993 - 1995

Administered 14 "non-operating craft" labor agreements on Conrail's Philadelphia and Albany Divisions. Provided daily guidance to field management regarding work rule interpretations to accomplish work economically, efficiently, and in compliance with labor agreements. Assisted labor and management in joint resolution of mutual problems and concerns. Coached and assisted Labor Relations Specialists and clerical employees.

- Active participant on interdepartmental Threat Assessment Team as Labor Relations liaison. Resolved complaints in timely fashion and in compliance with labor agreements and Conrail's policy prohibiting acts or threats of violence in the workplace.
- Developed and implemented business process which improved tracking and accounting for changes in clerical positions as required by TCU National Salary Plan.

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Lynette A. Ross

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Labor Relations Officer, Philadelphia, PA

1990 - 1992

Handled train and engine service claims and discipline cases at Senior Director-Labor Relations level. Prepared cases for submission to arbitration. Participated on BLE Arbitration Board S.B.A. No. 894. Provided rules interpretations to field labor relations offices and Operating Department managers. Participated in 1991-1992 Conrail-BLE contract negotiations.

Labor Relations Supervisor, Selkirk, NY

1988 - 1989

Labor Relations Specialist

1985 - 1987

Supervised Labor Relations Specialists in their administration of labor contracts covering T&E employees on Albany Division. Conducted monthly claim and discipline conferences with union representatives and adjudicated the cases. Participated on Labor-Management committee projects. Prepared UTU Monthly Equity Reports. Assisted Personnel Department in recruiting, testing and interviewing potential "craft" employees. Traveled throughout Albany Division, riding in cab of freight trains, in order to gain familiarity with all railroad operations.

NATIONAL LABOR RELATIONS BOARD, REGION 22, NEWARK, NJ

Graduate Student Intern

1984

Rutgers University, Cooperative Education Program

Investigated certification and decertification election petitions. Investigated unfair labor practice charges. Successfully obtained settlement or withdrawal of certain charges and wrote recommendations for final disposition of cases.

SERVICE EMPLOYEES INTERNATIONAL UNION, LOCAL 200, AFL-CIO, ALBANY, NY

Business Agent/Organizer

1983

Participated in successful organizing campaign involving registered nurses and licensed practical nurses at Columbia Memorial Hospital, in Hudson, NY. Conducted organizing meetings and participated in Local 200's media relations efforts.

NEW YORK STATE PUBLIC EMPLOYEES FEDERATION, ROCHESTER, NY

Student Intern

1981

Assisted in media relations work for the union, which represented professional, scientific and technical workers employed by the State of New York. Conducted research for contract negotiations at state-run nursing homes and hospitals. Performed media relations work on behalf of PATCO members on strike in Rochester, NY.

ORGANIZATIONS

Association for Conflict Resolution (formerly S.P.I.D.R.), Associate Member